

MANOJ N

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Sector: Automobile

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Professional: Quality Assurance Manager

JOB OBJECTIVE

A Customer-Oriented & Multi-Tasking team leader with exceptional organizational and customer service, in a quest of senior level assignments in environment friendly organization where my **8.5+** years of skills will help in boosting customer loyalty.

PROFILE SNAPSHOT

- A Team Player with 8.5+ years of experience in Quality Control & Assurance (In-House & Market failures)
 - Quality Management
 - Inspection / Audits
 - Root cause analysis & Rectification
 - Problem Solving (FTA, 7 QC tools, FMEA, PDCA, Why-Why analysis, 5W2H)
 - Six Sigma planning
 - Kaizen / Poka-Yoke Implementation
 - Manpower Management / Trainings
 - Defect / Warranty Reduction
 - Process Benchmarking
 - ISO 9001-2008
 - Cp & Cpk study
- Presently associated with **Maruti Suzuki India Ltd., (MSIL)** Gurgaon Plant as a **Manager - Field Quality Assurance**; playing a key role in reducing warranty cost and enhancing customer satisfaction by improving the product quality.
- Previously associated with **Honda Motorcycle & Scooter Pvt. Ltd., (HMSI)** for **4 years** in Narsapura Plant as an **Executive - Vehicle Quality**; playing a key role in testing & evaluating products.
- Expertise in IC Engines, Exhaust System & Cooling System failure analysis.
- Instrumental in conducting audits at **Supplier & In-house** periodically to assess the status of deployment of systems and taking corrective measures for achieving organisational objectives.
- Skilled in applying **Kaizen & Poka-Yoke** in the Assembly Process and at Supplier End and thus maintaining QA objectives as set forth by customer demands.
- A **Customer-Oriented Professional** with proven skills in maintaining healthy relationship with clients to achieve product & quality norms by resolving their service related critical issues; effectively ensured speedy resolution of all service issues / customer complaints.

WORK EXPERIENCE

Since Aug'17: **Maruti Suzuki India Ltd., (MSIL)** Gurgaon Plant as a **Manager in Field Quality Assurance**

A Leading Four Wheeler Manufacturer in India



- Overseeing quality assurance processes, and a team of QA specialists - Managing 15+ employees including their performance management and workflow assignments for smoother operations; thereby ensuring accuracy and quality.
- Proactive steps taken to ensure that best practices are shared across all departments and among the network by sourcing and nurturing the ideas.
- Developing quality control policies and standards for the company to follow.
- Actions planning for vehicles available in market. (Recall / Extension of Warranty / Service Circular / Service Bulletin)
- Overseeing overall warranty of Petrol Engine & Exhaust System parts.
- Involved in handling a gamut of activities like:
 - ✓ Reduction of warranty cost by taking out effective actions during parts / process development.
 - ✓ Conducting Manufacturing Process and Vendor Audit periodically to reduce process characteristics variation.
 - ✓ Resolving customer technical issues reporting from market.
 - ✓ Doing 3G visits to understand customer problems and implementation of new testing methods to identify such defects during product development stage.
 - ✓ Working parallel with Research and Development division for part / product validation.



- Served as a Team Leader and heading a team of 36 members, entailing 8 Trainees and 28 Company Casuals.
- Overseeing Vehicle Quality & managing the team activities, responsible for following Quality standards & implementing process standardization, conducting Static & Dynamic Inspection of vehicle.
- Involved in handling a gamut of activities like:
 - ✓ Attaining the quality targets by following Honda Quality Systems.
 - ✓ Providing Quality Information to production team, Countermeasure Audit for field claims & for In-house problems.
 - ✓ Improving the First Pass Ratio (FPR) / Direct Pass Ratio (DPR) by organizing daily meetings with concern sections.
 - ✓ Resolving critical problems by using quality tools & audit for effective countermeasure.
 - ✓ Carrying out New Model Evaluation and imparting On-Job Training to all Team Members.
 - ✓ Monitoring MSQCD & achieving targets by using PDCA.

CAREER HIGHLIGHTS

- **Best Employee Award** in 1st year itself for resolving connecting rod failures in **Maruti Suzuki India Ltd., (MSIL)**.
- Reduction of warranty cost by 18% YOY by taking out effective actions during parts / process development.
- Received **“Exceeding Expectation Performance Award”** thrice in my four appraisals in **Honda Motor Cycle & Scooter Pvt. Ltd., (HMSI)** and holds the merit of receiving of the award every appraisal.
- Initiated and implemented **“Time and Motion”** concept for preparation of **Operation Standards** and set a benchmark activity in all HMSI plants.

EDUCATION

- Engineering in Mechanical from University Visvesvaraya College of Engineering, Bangalore with 81.06% in 2013.
- PUC from Karnataka PU board in St. Joseph's PU College, Bangalore with 87.66% in 2009.
- 10th from KSEEB in Vivekananda High School, Malur, Karnataka with 84.80% in 2007.

CERTIFICATION

- **Lean Six Sigma Black & Master Black Belt** from iACT Global - International Academy for Certification & Training.
- **Six Sigma Green Belt** in Indian Statistical Institute (ISI), Bangalore.

STRENGTHS

- Adaptable and “Can DO” attitude.
- Self-motivated and a team player.
- Ready to take initiatives and accept responsibilities.

PERSONAL DETAILS

Date of Birth: 27th December 1991

Languages known: Kannada, English, Hindi, Telugu and Tamil.

Present Address: #738/21, 2nd Floor, Sector 21, Pocket E, Gurgaon – 122016, Haryana State.

Permanent Address: #302/9, “Sapthagiri Nilaya”, Opp. GPM building road, Maruthi Extn, Malur-563130, Kolar Dist., Karnataka State.

DECLARATION

I hereby declare that the above furnished details are true to the best of my Knowledge. I am also confident of my ability to work in a team.

Place: Gurgaon

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